

KCC Fiscal Years 1999 & 2009

Statistical Complaint Data Comparison

	FY1999 # of Complaint Codes	FY2009 # of Complaint Codes	FY1999 % of Total Codes	FY2009 % of Total Codes
Total Complaints for Reporting				
Billing Issues	1,022	915	22.5%	31.0%
Rates/Charges Issues	523	216	11.5%	7.3%
Disconnection/Refusal of Service Issues	1,073	346	23.6%	11.7%
Customer Deposit Issues	86	43	1.9%	1.5%
Meter Issues	81	103	1.8%	3.5%
Telephone Service Issues	453	319	10.0%	10.8%
Quality of Service Issues	439	416	9.7%	14.1%
Company Unresponsive Issues	506	317	11.1%	10.8%
Non-regulated/Miscellaneous Issues	357	272	7.9%	9.2%
Total	4,540	2,947		
Total ELECTRIC Company Complaints for Reporting Period				
Billing Issues	297	367	24.5%	39.1%
Rates/Charges Issues	118	117	9.7%	12.5%
Disconnection/Refusal of Service Issues	477	143	39.3%	15.2%
Customer Deposit Issues	44	28	3.6%	3.0%
Meter Issues	27	42	2.2%	4.5%
Telephone Service Issues	-	-	0.0%	0.0%
Quality of Service Issues	136	108	11.2%	11.5%
Company Unresponsive Issues	56	79	4.6%	8.4%
Non-regulated/Miscellaneous Issues	59	54	4.9%	5.8%
Total	1,214	938		
Total GAS Company Complaints for Reporting Period				
Billing Issues	581	559	27.4%	45.3%
Rates/Charges Issues	156	82	7.3%	6.6%
Disconnection/Refusal of Service Issues	878	246	41.4%	19.9%
Customer Deposit Issues	72	24	3.4%	1.9%
Meter Issues	74	74	3.5%	6.0%
Telephone Service Issues	-	-	0.0%	0.0%
Quality of Service Issues	171	86	8.1%	7.0%
Company Unresponsive Issues	108	134	5.1%	10.9%
Non-regulated/Miscellaneous Issues	83	29	3.9%	2.4%
Total	2,123	1,234		
Total TELECOM Company Complaints for Reporting Period				
Billing Issues	359	129	19.0%	15.7%
Rates/Charges Issues	279	26	14.8%	3.2%
Disconnection/Refusal of Service Issues	138	15	7.3%	1.8%
Customer Deposit Issues	8	1	0.4%	0.1%
Meter Issues	-	-	0.0%	0.0%
Telephone Service Issues	322	229	17.0%	27.8%
Quality of Service Issues	238	188	12.6%	22.8%
Company Unresponsive Issues	363	135	19.2%	16.4%
Non-regulated/Miscellaneous Issues	183	101	9.7%	12.3%
Total	1,890	824		
Totals By Industry				
Electric	1,214	938	23.2%	31.3%
Gas	2,123	1,234	40.6%	41.2%
Telecom	1,890	824	36.2%	27.5%
Total	5,227	2,996		
Number of Consumer Info Records Created	3,865	3,556		
Public Comments on Rate Cases		552		